

Sign up for CARESnet today

Step 1

Go to our website at www.pac.bluecross.ca.

Click on *Plan Member* and *Register for Access*.

Step 2

Have your Pacific Blue Cross policy and ID numbers ready. These are shown on your ID card. Follow the steps to register.

Step 3 (optional)

Once registered, choose to grant your covered spouse access to CARESnet and My Good Health.



I found my claims history information useful, and it gave me a greater appreciation for my benefits.

Questions?

Claims

Health: 604 419-2600

Dental: 604 419-2300

Toll free: 1 888 275-4672

Mailing Address

PO Box 7000

Vancouver, BC V6B 4E1

Street Address

4250 Canada Way

Burnaby, BC

www.pac.bluecross.ca



Benefits on the go

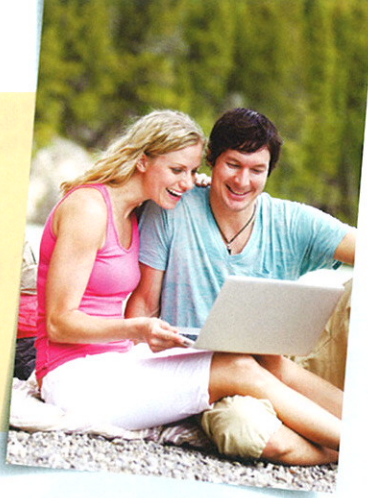


™ Pacific Blue Cross, the registered trade-name of PBC Health Benefits Society, is an independent licensee of the Canadian Association of Blue Cross Plans. BC Life is the registered trade-name of British Columbia Life & Casualty Company, a wholly-owned subsidiary of Pacific Blue Cross. CARESnet is a registered trade-mark of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross Plans, and are used under license to Pacific Blue Cross. My Good Health is a trade-mark owned by Pacific Blue Cross. Only Pacific Blue Cross/BC Life can change the information in this document. Any other modification is strictly prohibited.

0159.002—340-15-140 04/14 CUPE 1816



I'm very impressed with the online claims process. I submitted my claim Monday and the refund was in my bank account by Friday!



My Good Health.

As a Blue Cross plan member, you get exclusive access to My Good Health. This accredited, Canadian health and wellness website is packed with interactive content to help you research and take control of your physical and mental health.

Explore...

- Disease symptoms
- Drugs and alternative medicines
- Your risks for inherited, chronic and acute conditions
- Nutrition content of foods you eat
- Local support groups and associations, and more...

Sign in to CARESnet and click on the My Good Health tab to start your personal health risk assessment.

Manage your benefits on the go with the CARESnet Mobile App!



Access your benefit plan, anytime, anywhere

Wouldn't it be nice if you could submit claims online and find out if they're approved in real time? Now you can with a Pacific Blue Cross CARESnet account.*

- See instantly if your claim is approved
- Register for direct deposit
- Check your plan coverage and limits
- Save service provider addresses
- Save your ID card to your mobile device
- Submit eClaims for physiotherapy, chiropractic, massage, acupuncture, naturopath, podiatry, psychology, vision and orthodontic treatments
- View your dependent coverage
- Submit claims with the CARESnet Mobile app

* Available to Individual Plan customers and group plan members whose plan sponsors/employers have opted for this service as part of their benefits plan.

Knowing how much I have left of a benefit helps me take care of my loved ones. Might come in handy if my child loses her glasses!



CARESnet is secure

- VeriSign Extended Validation SSL certificates
- 128-bit industry standard encryption
- Auto sign-out after 20 minutes of inactivity

Fewer trees, faster payments

Aside from being quicker and more convenient, CARESnet eClaims help to keep paper out of landfills and reduce carbon emissions produced by transportation of paper claims. It's part of our commitment to reducing our carbon footprint.